

REGISTRATION INSTRUCTIONS FOR THE STATE OF CALIFORNIA COMMUNITY CARE LICENSING FOSTER FAMILY HOME ONLINE ORIENTATIONS

How to register:

- To register, please click on the “To Register” button
- You will be requested to fill out applicant information and payment information.
 - Please do not hit the submit button more than once.
 - Please do not hit the backspace button at all.
- Once your registration is complete, you will be sent (via e-mail) your log-in ID and password. Your password will be case sensitive. This may take up to 24 hours. Check your Junk/Spam folder. If you do not receive your log in information, email the helpdesk at CDSSCCLOnlineOrientationHelpDesk@dss.ca.gov
- If returning to the training session, please log onto www.fostercare.calsocserv.org. You will be prompted to enter your log-in ID and password.
- If you have completed the orientation and you would like to take the same course again, please register using a different email address.

NOTE: You will only have access to the online orientation for **30** days from the date of registration. Please complete the training and print your certificate within 30 days of registration. **Fees are non-refundable and non-transferable.**

FREQUENTLY ASKED QUESTIONS

1. I am unable to register.
 - a. Did you leave any of the fields on the registration page blank? All fields on the registration page are required and must be completed.
 - b. Have you tried to refresh the page and try again?
2. The system will not take my debit/credit card.
 - a. Are you using a Visa or Master Card? Our system only accepts these two forms of payment at this time. (If the answer is yes, please read the response below)
 - b. If your card was declined, you may want to try a different card.
3. My credit card was charged twice.

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- a. Contact the CCL Online Orientation Help Desk by clicking on the **Contact Support** link in the Help menu*
4. I cannot log into the system.
 - a. Are you entering the correct user name and password?
 - b. The information is case sensitive. You must enter the information exactly as created. The passwords must follow a specific security protocol so you must make sure you enter the password as it was created and saved.
5. I clicked one of the links and came back to the presentation, but it is not playing?
 - a. The system will automatically pause the presentation when you click on one of the links. To restart the presentation, press the play button on the lower right side of the screen
 - b. Close the module window and then restart the module you were watching
6. If you have any kind of system malfunction, see examples below, use the **Contact Support** link under the help menu to send us a message.
 - a. Slide presentation stalls and will NOT move forward
 - b. Video component stalls and will NOT continue
 - c. Unable to access embedded WEBSITE links
 - d. Unable to access embedded FORMS links
 - e. Quiz at the end of module does not materialize, thereby preventing conclusion of current module, and preventing beginning of next module
 - f. After successful conclusion of a module, presentation does not return to the appropriate orientation home page
 - g. After successful conclusion of entire orientation, the appropriate orientation home page does not populate with the CERTIFICATE icon.
 - h. The CERTIFICATE screen does not PRINT successfully
7. I can't fast forward in the presentation.
 - a. There is no feature to allow you to fast forward through a module. You must listen and watch each module in the given order, the first time around. Once you have completed any module section you can go back and review it at any time
 - b. If you have not already completed the module that directly precedes the module you are trying to watch, then the system will not let you view it until you do so.
8. Where can I view and print out resources and forms referenced in the training course if I missed them while viewing the course?

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- a. Resources and forms may be obtained from the orientation. You can click on the Resources link in the upper right hand corner of the screen in the presentation to view and print out all of the resources and forms referenced during the course. Forms can also be found on the www.cclld.ca.gov website under the Forms tab.
- 9. Why can't I see and print my certificate?
 - a. Have you completed all the modules in the course?
 - i. In order to view and print your certificate, you must complete the entire course. Please go back and complete any modules that do not have a green check mark beside them on the Orientation Home page.
 - b. Do you have adobe acrobat on your computer?
 - i. If not, download Adobe Acrobat reader (www.adobe.com) program for free and then retry.
 - ii. If you have Acrobat Reader, use the contact support link to contact the help desk.
- 10. It is taking a long time for the links to appear. Is there a way to speed things up?
 - a. If you click on a link and it takes a long time to open up the page or resource, try reloading or refreshing the page.
 - b. If that does not work, then go ahead and log out and close your browser (Explorer, Firefox, etc...). Then reopen your browser and log back into the system.
- 11. The Online Orientation system logged me off.
 - a. If you remain inactive in the system for 10 minutes or more, the system will automatically log you off. All you need to do is go back to the main page and log in again.
- 12. After the introduction video, I cannot move to the next video.
 - a. At the end of each video you will need to first click on the "NEXT" button.

If you have additional questions or difficulties, please contact the Help Desk at the following e-mail address: CDSSCCLOnlineOrientationHelpDesk@dss.ca.gov

If you have questions or technical problems during the training, please refer to the Help feature on the tool bar.